PROJECT OVERSIGHT REPORT

Offender Management Network Information (OMNI)
Department of Corrections

Report as of Date:
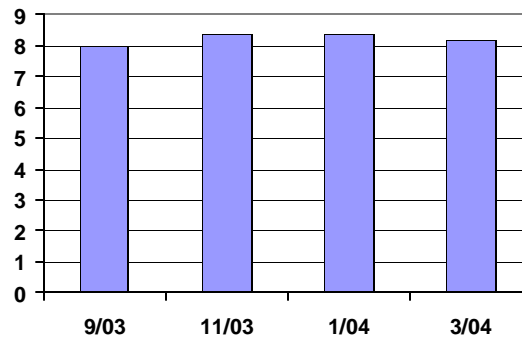February 2004

Project Director: Carol Meraji   **MOSTD Staff:** David Koch
Executive Sponsor: Joe Lehman

Severity/Risk Rating: High (high severity, high risk)   **Oversight:** Level 3 – ISB

Overall Project Risk Assessment

Staff Recommendations: ISB oversight staff recommends that DOC take immediate steps to hire a new DOC project director or provide the functional equivalent through a permanent project resource and clearly defined roles and responsibilities that specify the formal coordination points for the IBM project executive and project manager.

Issues/Risks:

Resources: In the last month there has been turnover in the DOC Project Director and IBM Project Manager positions. These two roles are critical to the success of the project and each party needs to specify transition plans for the project replacements.

Schedule: After the late delivery of the Drop 2A system to DOC on September 24, 2003 and the formal documentation of requirements through the joint Functional Design Review process, DOC and IBM renegotiated the remaining Phase II project deliverables including modifications to the Statement of Work (SOW). This has resulted in a new Phase II software delivery milestone of December 31, 2004. There will be subsequent deployment activities by IBM and DOC. A new integrated project schedule has been developed that reflects these new milestones. Project management processes have been developed to track and manage the revised schedule.

Budget/Cost: Changes to previous change requests and as a result of resolved issues and the functional design reviews were costed as part of the revised SOW. This resulted in an increase in the project budget by $3 million. Funds for this increase will come from the existing DOC OMNI project change budget and funds that were originally budgeted for Phase II system maintenance.

Scope: Although critical changes were added to the scope through functional design reviews and previously approved change requests, DOC attempted to control scope through elimination of change requests including automated forms and the Verifications module. A rigorous change management process will be enforced for the revised Phase II project.

Project Management/Processes: The external quality assurance vendor and staff to the Board have identified a shortage in DOC project leadership resulting from the vacancy of the DOC

Project Manager position. DOC has mitigated this issue by hiring a contract project manager who has extensive large project experience.

Issues Management: The renegotiation of the Statement of Work included resolution of all major outstanding issues including database/application communication or "triggers" and the delivery of common OMNI functionality known as "Common Services." The new DOC Project Manager will be responsible for ensuring adherence to the formal project issues management process. It is the stated goal of the DOC IT Chief and OMNI Project Manager to resolve issues at the lowest level and as expeditiously as possible with prompt escalation, when and where required. This process has already resulted in the quick identification and resolution of problems at the DOC/IBM project manager level.

Other
- Quality Assurance: The external quality assurance contractor left the project on December 31, 2003. There is a risk from the break in continuity of QA processes during the transition to the new QA contractor. This needs to be mitigated through a review of all open QA corrective actions by the new QA provider and the DOC/IBM project managers. The QA contractor will begin work on March 10, 2004 and will start QA with a complete assessment of the project.
- ISB Oversight: Assignment of a new ISB staff oversight consultant will require a short period of "on the project" training.

Status:
Life Cycle Stage: Phase II, in progress

Budget/Cost: The base budget allocated by the Legislature is $12.5 million for Phase II ($9.5 million of which is allocated to the IBM Global Services contract). In addition to the base budget, a savings incentive fund of $1.28 million has been established for change orders. The total OMNI Phase II budget including the savings incentive funds is $13.78 million. As of January 31, 2004, the total budget expenses were $12,500,000. Total actual expenses were $9,748,003 (including change request expenses of $1,079,363). There is $3.25 million reserved for the re-appropriation authorized by the Legislature for FY04.

Schedule:

Phase II Milestones	Schedule	Status
1. Statement of Work signed	February 2002	Completed on time
2. Architecture documents approved	March 2002	Completed on time
3. Records and Risk Management Indicator (RMI)/ Level of Severity Indicator Revised (LSI-R) Data models approved	June 2002	Completed on time
4. Grouped databases converted to work with DL/2	July 2002	Completed on time*
5. Remaining databases converted to DL/2	August 2002	Completed on time*
6. RMI application delivered	November 2002	Completed Late**
7. LSI-R application delivered	November 2002	Completed Late**
8. Drop 2A final test plan approved	May 2003	Completed Late**
9. Drop 2A system test executed (IBM product delivery Records and Chronos)	June 2003***	Completed Late
10. Phase II Completion	December 2004	Ongoing

* Not in production

** Expanded scope caused delivery schedule to move

*** New or revised tasks reflecting schedule modification to delay development of Classifications and Sentence Structure and Time Accounting modules

Background Information

Description: The Offender Management Network Information (OMNI) project, formerly known as the Offender-Based Tracking System (OBTS) replacement project, will replace and improve the legacy systems and applications that the Department of Corrections (DOC) currently uses to monitor and track convicted offenders for the state of Washington. DOC has contracted with IBM Global Services to design four build-and-implement phases for OMNI. Each phase will provide measurable benefits.

The phases are:
- Phase I - Architecture definition, Offender Accountability Plan (OAP), and data warehouse implementation, training, overall application design, and Records and Chronological Entries (Chronos) software detailed requirements design.
- Phase II – Chronos, Records, Sentence Structure and Time Accounting, and Classification (change).
- Phase III – (not funded) Release, Incident Reporting, Disciplinary, Grievance, Resource and Program Management, CCO Workload Assignments, Case Management, End of Sentence Review, Offender Groups, Pre-sentence Investigation, Legal Financial Obligations, Movement/Capacity Management, Inmate Property, Interstate Compact/Border Administration, Offender Schedule, and Detainers and Warrants.
- Phase IV – (not funded) Sex Offender Treatment, Mental Health Records, Chemical Dependency, Community Service, Indeterminate Sentence Review Board, Case File Audit, Inmate Trust Account/Inmate Store/Inmate Gratuity Calculation, Cost of Supervision Billing, Medical and Dental Records, Public Access, and Victim/Witness Notification.

Technology: Using IBM Websphere software, the OMNI application will be delivered to DOC desktop clients via JAVA applets. The system employs the System 390 mainframe platform as an enterprise server and the DB2 database management system for databases and data warehouses.